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The Deployer Mission Statement

The mission of The Deployer is to provide the community of Transportation Information Systems users, stakeholders and sponsors timely knowledge on our family of systems—systems that empower the DoD to plan, deploy, load, monitor and provide full visibility of the transportation process.

Message from the PM

The program office has been very busy over the winter working in a number of areas. Our Block 3 Joint Reception, Staging and Onward Movement capability is in the final development phase and should be starting formal testing soon. Block 2 training continues at a number of locations. As I write this, we are finishing training at Fort Eustis, continuing training in Alaska, and preparing to go to Fort Bliss and Fort Dix shortly. The new unit movement courses that I mentioned in the last edition appear to be a change for the better. We will continue to refine these courses as we gain experience with them.



Mr. Robert Morris. PM.TIS

Over the past several months, we have been participating in a US Transportation Command lead "Capabilities Based Assessment Team" or CBAT for Theater Distribution and Installation Transportation Office. USTRANSCOM is conducting the CBAT as the portfolio manager for distribution. As a portfolio manager, they are responsible to the Department of Defense for managing the investment the Department makes in its information technology programs. The CBAT has accomplished a number of tasks in the last three months. They began by reviewing all the requirements associated with distribution and ITO. Next, they visited programs that currently satisfy any portion of the required capability. They are currently in the process of determining how best to provide the required capability in the shortest amount of time and at the least cost. The CBAT still has lots of work to finish before presenting its business case for approval. I should have more details on the process next quarter.

Let me close by saying a special thank you to those members of the TIS team who have supported and continue to support operations in the CENTCOM AOR. This past month marked three years of continuous TIS presence in Kuwait. This has been accomplished by numerous men and women willing to deploy to this harsh environment for long periods of time to provide support to those executing the redeployment mission. My sincere thanks.

Please enjoy this edition of the Deployer. You will find some good technical tips on how to make some tasks easier in AALPS and TC AIMS II, an update on training for both applications, and some interesting information on SDDC TEA publications. Have a great Spring!

FEATURES

UPDATED FIELDING SCHEDULE (MAR 2006)by ILS Team

his fielding sequencing is based on the June 2000 TC-AIMS II Army Order of Precedence (AOP) Power Projection Platforms (PPP) and Power Support Platforms (PSP), the BCT/SBCT transformation priorities, and estimated OPTEMPO. All activities are Block 2 fielding unless noted. Block 3 fielding will be integrated in FY07 based on a projected FY06 Block 3 fielding decision. Changes to funding, OPTEMPO, Unit re-stationing or other DA directed actions may change this schedule. Schedule dates shown through January 2007 are locked.

Fielding Event	FC/GC	NMIB	Start	End
Fort Eustis	Complete	Complete	Jan-06	May-06
Alaska Migration	Complete	Complete	Mar-06	May-06
4th of 25ID (Alaska)	Complete	Complete	Mar-06	May-06
Fort Dix and 56th SBCT	Complete	Complete	Apr-06	Aug-06
Fort Bliss and 1st CAV 4th BDE	Complete	Complete	May-06	Jul-06
Fort Hood Non Divisional Units 1	Complete	Complete	Aug-06	Oct-06
Japan Migration	Mar-06	May-06	Aug-06	Sep-06
NG BCT 41 IN, 81 HVY, 116 HVY (Lewis)	Mar-06	Jun-06	Oct-06	Dec-06
Bragg Migration	May-06	Aug-06	Jan-07	Mar-07
Fort Sill & 39 IN NG BCT	May-06	Aug-06	Jan-07	Mar-07
Fort Stewart (w/o 3ID) & 155 HVY NG BCT	May-06	Aug-06	Jan-07	Mar-07
278 ACR (Campbell) & 48 HVY NG BCT	May-06	Aug-06	Jan-07	Mar-07
Aberdeen Proving Grounds	May-06	Aug-06	Jan-07	Mar-07
3ID (Benning/Stewart)	May-06	Aug-06	Jan-07	Mar-07
5th of 25ID (Benning)	May-06	Aug-06	Jan-07	Mar-07
Aberdeen Proving Grounds	Jun-06	Sep-06	Jan-07	Mar-07
207 IN (Alaska)	Aug-06	Nov-06	Apr-07	Jun-07
Fort Buchanan	Sep-06	Sep-06	May-07	Jun-07
Fort Hood Non Divisional Units 2	Sep-06	Dec-06	May-07	Jul-07
USAREUR Block 3	Oct-06	Jan-07	Jun-07	Jul-07
Fort Carson	Oct-06	Jan-07	Jun-07	Aug-07
43rd ASG (Carson)	Oct-06	Jan-07	Jun-07	Aug-07
3rd ACR (Carson)	Oct-06	Jan-07	Jun-07	Aug-07
4th ID (Carson)	Nov-06	Jan-07	Jun-07	Aug-07

For more information concerning the fielding process or scheduling information please contact Mr. Greg Gibson (703-752-0763) greg.gibson@us.army.mil or Mr. Jermaine McKinney (703-752-0814) Jermaine.mckinney@us.army.mil

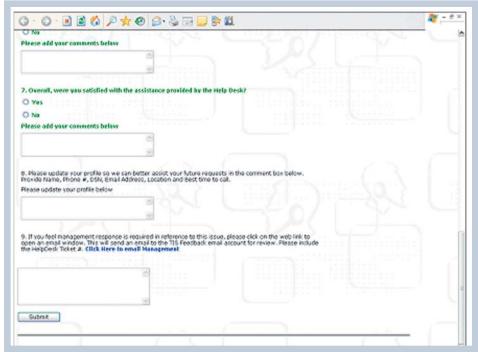
UNRESOLVED ISSUES by Marcus Odum, IT Support Manager

ometimes when a ticket is closed you may not feel the resolution provided was completely to your liking. While the TIS Helpdesk aims to resolve all customers' issues through initial resolutions, there are instances where this may not be achieved. Users shouldn't settle on unresolved issues; there are options: reopening a ticket through a Helpdesk agent or management notification in the customer satisfaction survey.



If you choose, you may follow up with the Helpdesk agent where he/she will reopen your issue, and reanalyze the situation, and work to provide an improved resolution. Simply provide the agent with your ticket number and information regarding the unresolved issue. It will be handled with the same dedication as the initial creation.

The second option is management notification through the customer satisfaction survey. After tickets are closed an automatic survey is sent to the affected user where he she can provide input on the Helpdesk's performance. In conjunction the user can provide comments to each of the questions as well as send a message to the TIS management staff escalating the issue. All results are reviewed, and all messages to the TIS management staff are responded to in a timely manner.



The customer service survey gives us insight to the needs of our user community. We encourage all users to complete this survey, as we review all surveys on an individual basis. The survey will help us achieve our goal of providing excellent customer service and help us make sure your next experience is an outstanding one.



INFORMATION

TC-AIMS II IMI Tools Provide Just-in-Time Training by ILS Team

hat exactly is IMI? IMI stands for Interactive Multi-Media Instruction. It is training lingo for a knowledge base of just-in-time training products, in this case, TC AIMS II training.

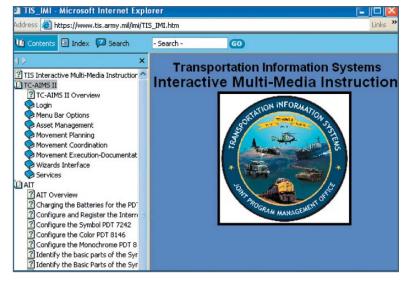
TIS offers several TC-AIMS II training opportunities, including classroom training for Unit Move I, Unit Move II, and SA/DBA. These training courses provide robust training on a wide variety of TC-AIMS II capabilities, including:

- Asset Management
- Movement Planning
- Movement Coordination
- Movement Execution
- System Administration

TC-AIMS II IMI Tools Provide Just-in-Time Training, continued from page 3

Those who have taken the training often apply it on-the-job right after class. For a few students, there may be a delay before their skills can be applied. In some cases, refresher training is needed. IMI training is designed to supplement classroom training as a refresher for specific tasks. It can also be used from start to finish to provide a comprehensive overview of TC AIMS II.

With its advanced search engine and diverse selection of TC-AIMS II topics, IMI provides the user more in-depth support than a simple tutorial. For example, TC-AIMS II IMI has interactive menus and search options that allow the user to jump right to the topic needed. Each topic has accurate screen shots that emulate the actual software. A friendly narrator walks the user through detailed steps of how to complete the task at hand.



In addition, IMI allows a user to practice common TC-AIMS II tasks in a safe training environment. The narrator serves as instructor and mentor as the user gains experience in the TC-AIMS II business processes.

In addition to this flexibility, TC-AIMS II IMI can be accessed through several convenient methods:

- Launch TIS IMI.htm from the TIS Website https://www.tis.army.mil/mmt-review TCA2.htm
- Download Multimedia from the TIS Website https://www.tis.army.mil/library.htm
- Access IMI from within TC-AIMS II On-line Help
- Request a disk from TIS Help Desk https://www.tis.army.mil/help.htm

Scheduling Automated Air Load Planning System (AALPS) Training by ILS Team

ALPS user training is conducted in residence at a commercial facility in Newport News, VA and Mobile Training Team (MTT) courses are taught at customer sites.

- a. Resident Course Training: Students are required to register for classes by telephone or online using the TIS website 30 days prior to the preferred class date. Each Service is responsible for their students' tuition and travel expenses. Students will receive a notification one week prior to the class start. Students may request cancellation of enrollment in the resident course at least two weeks prior to the start of class without loss of tuition.
- b. Mobile Training Team: Requests for MTT training will be submitted not later than 45 days prior to the MTT start date. The AALPS MTT registrar will contact the MTT POC for coordination of class details and provide a MTT confirmation date. The MTT class fee includes the cost for a class of 14 students. In addition, each Service must pay those expenses associated with the instructor's travel, per diem and any hardware shipping cost if required. MTT classes may be cancelled if instructor or equipment resources are not available two weeks prior to the start date for the MTT class.

Students and MTT POC coordinators may use the AALPS User Course registration process. Logon to the TIS Website (https://www.tis.army.mil), then in the navigator click on AALPS, under TIS Programs. When the About AALPS window appears, scroll down to see the menu options at the bottom of the page. Click Training Office to display the AALPS Training window. There are three options at the top of this window to support the registration process. Complete and submit either the AALPS Student Training Request or AALPS MTT Request, as appropriate. The customer will receive an automated acknowledgement that the request has been received. The training coordinator will then work with the individual student or MTT POC to schedule training.

JOINT STAFF PROVIDES INFORMATION ON SAVI ST-654 AND ST-656-I TAGS

eference: Joint Staff message dated 02 February 2006, Subject: Acquisition and use of new active Radio Frequency Identification (RFID) Savi ST-654 and ST-656 RFID tags

Purpose of message is to disseminate information on acquisition and use of new generation Savi tags (ST-654 cargo tag and ST-656-I container tag).

Purchases of ST-410 ended 28 February 2006. Existing tag stocks will continue to be used throughout Department of Defense (DOD) for consolidated cargo shipments. Beginning 1 March 2006, new active RFID tag acquisitions required for consolidated cargo shipments shall be for either the ST-654 or ST-656-I tags.

The ST-654 tag is designed to replace the ST-410 tag on consolidated cargo shipments in the global supply chain. This device is fully compatible with the current and future generation of fixed and portable readers used by DOD.

Writing to the ST-654 tag can be done in three different modes:

- a. using the Savi tag docking station for ST-410, with the model SDSA-654-01 sleeve adapter
- b. using the Savi ST-654 data cable, RS-232 (DB9) connection (model # STA-1030 and/or model # STA-1031)
- c. using RF transmission

The ST-656-I tag is specifically designed for use on ISO containers (20 & 40 foot sea vans). This device is fully compatible with current and future generation of fixed and portable readers used by DOD. The ST-656-I tag is mounted inside the container door with only the external antenna visible from the outside. Once installed to the left door of an ISO (sea van) container and the door is closed and secured, the tag or battery cannot be removed without reopening the doors.

The model STA-1031 cable is a new dual purpose adapter cable that can be used in conjunction with the docking station for writing the 650-series (ST-654 & ST-656-I) tags without posting dual registrations of the write station on the RF-ITV server. The new write adapter cable is on the RFID-II contract as of January 2006. US Army Product Manager for Joint Automatic Identification Technology (PM-JAIT) will bulk purchase sufficient quantities of the new cable adapter and will distribute and support installation of the cable based upon current RFID write station requirements. Projected delivery date for the new cable is mid April 2006.

TIS Note

Relevance to TC-AIMS II users. As stated above PM-JAIT will distribute these new tags. The AIT items described above are not part of the TIS fielded suite of equipment but can be supported by TIS. TC-AIMS II currently has the capability to read/write to these tags. \blacksquare



ST-654



Tag docking station with SDSA-654 sleeve adapter



ST-656-I



Savi Write Adapter for the Savi Tag 654 and Savi Tag 656 ISO Container Door



ST-654 Data Cable (Model STA-1030) STA-1031

Joint Staff Provides Information on SAVI ST-654 and ST-656-I TAGS, continued from page 5

TECHNICAL TIPS

EDIT/REPLACE - SOME USEFUL TECHNIQUES

by John Molter, Systems Integration Engineer

he Edit, Replace tool in TC-AIMS II is a powerful tool, but some of our users may not be familiar with some of the techniques available to make the most of this tool for editing purposes. This article will explain how to easily set up the column views for your edit review of equipment records. The Filter or Replace features will not be explained because this should be covered in the SUM and in your training.

Logon to TC-AIMS II and open Asset Management, Manage Equipment; the next popup is the Select UIC(s) windows (assuming we have permission for multiple UICs). This is the first opportunity to filter all of the equipment records. If you intend to review all records for all of your UICs, then all records will be displayed in your OEL. If you select only one UIC, then only that UIC's records will be displayed in the OEL. This filter will determine what records you see in Edit, Replace. In the Menu bar select Edit and then select Replace; the Edit/Replace window appears. Expand the window. Figure E/R 1 below is what you see.

Figure E/R 2 below is a view that has been set up to enable you to see many of the key/mandatory fields at the same time. Take some time to look at the difference features of this view compared to the original in Figure E/R 1. I will explain some of the techniques available to you in the Edit/Replace window to help you set it up the same way. Let me describe some of the details in this view. Firstly, there are two horizontal scroll bars and each operates independently; this is a split screen view. Secondly, notice the column order on the left of the split view; most of the mandatory fields are in this view and the commodity codes are in the correct sequence.

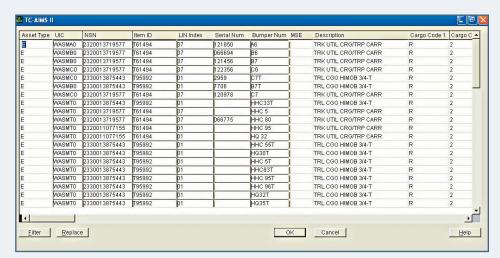


Figure E/R 1

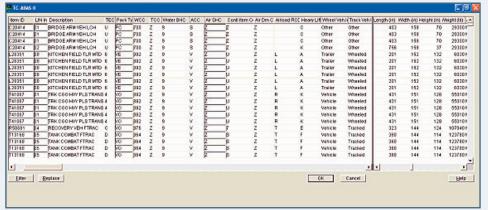


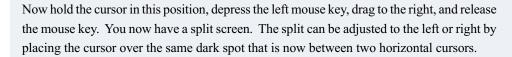
Figure E/R 2

TECHNICAL TIPS

Lastly, notice that the column width of each column has been adjusted to a smaller width so that we could squeeze these columns into one view.

Split screen. As mentioned above, Figure E/R 1 is what you see when you first open Edit, Replace. Figure E/R 3 is a focused view of the lower left-hand corner. When you move the cursor, you are used to seeing the arrow on our screen. Notice the dark area that is circled and is to the left of the horizontal scroll bar. Move the arrow cursor over the dark spot.

The cursor should change from the standard arrow to the double arrow displayed in Figure E/R 4.



Re-arrange column order. The technique used to re-arrange column order in this table is the same as in the OEL. Place the cursor over the column header as shown in Figure E/R 5, depress the left mouse key, drag, and drop. Without the split screen (Figure E/R 1), moving the TCC column, which is located at the extreme right of the table, to the left side of the table would take several drag and drop attempts. Instead, create a split view, find the TCC in the right hand split view using the scroll bar, then use the drag and drop technique to transfer the column from the right split view to the left split view.

Adjust column width. The technique used to adjust column width in this table is the same as in the OEL. In this example you will adjust the UIC column width. Notice the position of the cursor in Figure E/R 5. Move the cursor over the right hand side of the UIC column header. The standard arrow cursor changes to that shown in Figure E/R 6 below. Keep the left mouse key depressed, drag to the left to the desired width, and drop.

Use these techniques and try to recreate the same view as in Figure E/R 2. Then you are ready to sort on different column headers to review the values in each column. When you have a sort group, such as Item ID or Description or Pack Type, inspect the values in the other columns. Does anything look wrong? Use the right split view to inspect other columns such as Length, Width, Height, and Weight or the JCSCCC columns of Cargo Codes 1, 2, and 3. For a particular sort group, are all of the codes or values consistent or is there an oddball that sticks out?

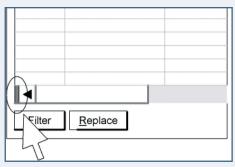


Figure E/R 3

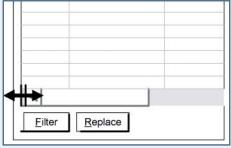


Figure E/R 4

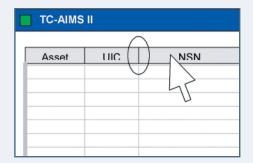


Figure E/R 5

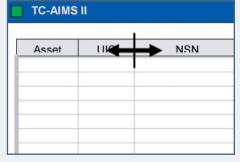


Figure E/R 6

TECHNICAL TIPS

AALPS DEL CUSTOM VIEW

by Charles McCrackin, CSC Functional Analyst, and Eric Gustafson, TIS Functional Analyst

hen a user opens a new Load Plan Editor (LPE) and assigns their DEL to the LPE, he/she is sometimes unable to find some of their cargo. This stops a user from completely loading all of his cargo. This is a problem and can frustrate the user.

This problem is created when a piece of gear or a vehicle is loaded into AALPS without any axles or contact points. Most users do not realize in the earlier DEL window, they are able to manipulate their view in order to see if the cargo is loadable and can be viewed from the "LPE" and "ALP".

After importing your cargo list in to the DEL, AALPS creates standard columns for the user to view their data as displayed below in Figure DEL 1.

However, the Edit Column button located to the left of the Nomenclature column allows you to custom view your DEL equipment items. Many users are unaware of this capability. Changing these columns in this view will help tackle a common problem.

This brings us back to the reason a user may want to custom view the columns within the

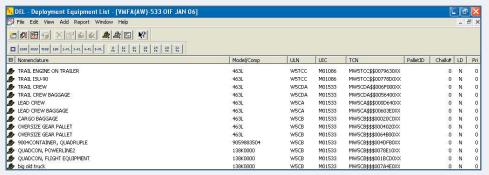


Figure DEL 1

"DEL". The "Loadable Items" column has values of "Y" for Yes and "N" for No and indicates if the cargo is loadable on an aircraft. "Y" indicates a record imports with axle data and contact points; "N" indicates that there is no axle data or contact points associated with a record. As we have previously established, an "N" value will result in the record not being displayed in ALP or LPE.

Follow the steps below to custom view the DEL.

- From the popup menu, click Edit Columns
- From the DEL Item List popup window in the List of Available Columns pane (on the left) select Loadable. (See Figure DEL 2)
- 3. Loadable is highlighted. Click the singleitem Add button [>] (top, center column.
- Loadable now appears in the List of Selected Columns pane. Use the up and down arrows at the right of List of Selected Columns to move Loadable to your desired column order.
- Click OK. This closes the DEL Items List window and displays the DEL with your custom view.

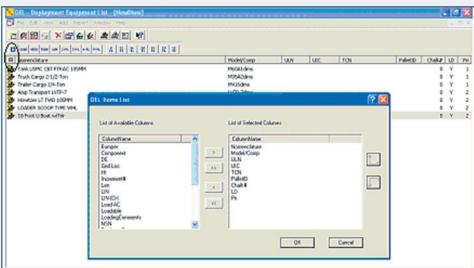


Figure DEL 2

TIS FAQS Ouestions from the Field



ACCESS TO TEA PUBLICATIONS ON-LINE

by John Molter, Systems Integration Engineer

hy would I want to access TEA Publications On-line? If you have internet access, then TEA Publications On-line is a readily available source for three unit move/deployment references: TB-55-46-2, Load Planning Database, and SDDCTEA Pam 700-1. If you want one source to look up equipment characteristics for a piece of equipment, then use the TB-55-46-2. If you want to look up axle and contact point information for a piece of equipment that is being transported by strategic air lift, then use the Load Planning Database. The SDDCTEA Pam 700-1 provides the procedures for determining and reporting reportable items dimensions and weights and for airlift certification for reportable items. Using these sources will help you find information needed for certain fields in TC-AIMS II that did not populate with JDL data.

First, open Internet Explorer and logon to the Transportation Information Systems (TIS) website by entering https://www.tis.army.mil in the address window and click Go. The TIS website home page will display with the navigator area on the left. Place the cursor over Links and click. Find the icon for SDDC and click on it; the SDDC webpage displays. On the right side under Quick Links, click on TEA. On the right side of the SDDC TEA page under Quick Links, click on TEA Publications. On the TEA Publications and Studies Tab, click on Equipment Characteristics; the website login window appears with a default selection of "Login using my AKO account" in the dropdown field adjacent to Username.

A prerequisite to gaining access to TEA Publications On-line is to have either an AKO account or a non-AKO account. If you don't have an account to logon, then this page gives the requester the means and directions to submit a request for either an AKO account or a non-AKO account. You may have to wait a day or two for this to process.

Enter your AKO Username and Password and click Login. You now have accessed the SDDC TEA Equipment Characteristics Data window that contains the TB-55-46-2, the Load Planning Database, and the SDDCTEA Pam 700-1. Double-click on any one of these to open the selected reference.

Using the On-line Load Planning Database

by John Molter, Systems Integration Engineer

previous article explained the need to access TEA Publications On-line. This article will explain how to use the Load Planning Database on-line reference to find axle and contact point information for vehicle records in TC-AIMS II that are missing that information.

When the TC-AIMS II user has chosen the correct vehicle Item ID/LIN Index(Shipping Configuration)/NSN combination, the equipment record will populate with characteristics that exist in the Joint Data Library (JDL) reference tables. This includes length, width, height, weight, and, in most cases, axle data. Refer to the Figure LPD 1 for these fields. Sometimes, however, axle data does not populate for a record; this means that it is not available in the TC-AIMS II JDL. Also, trailer records will not populate the two fields that apply only to trailers, which include Trailer Tng (tongue) Length and Tongue Wt. These two fields only need to

Using the On-line Planning Database, continued from page 9

be populated for Type 1 Trailers, where the trailer tongue also bears the weight of trailer. Figure LPD 1 displays an M105A3 trailer. Notice that the trailer has one axle and the (Axle) Empty Wt is 2400 pounds. In the Weight field the displayed value is 2700 pounds. Missing, are the values for the two trailer tongue fields. A general rule to be followed is that the total of the Axle Weights must equal the total Weight. This rule is modified slightly for Type 1 trailers to include the Tongue Wt. Consequently, when you look this M105A3 trailer up in the Load Planning Database, you would expect the Tongue Wt to equal 300 pounds.

Let's logon to the Load Planning Database following the steps described in the previous article and search for the contact point information that you need. Double-clicking on the Load Planning Database displays the initial Query window. In the entry field adjacent to MODEL enter M105A3; keep the default dropdown value of "Begins with". Click Submit Query and the result will be four rows M105A3 trailers with LIN Indexes of 98, 99, 01, and 02. Since the TC-AIMS II equipment record is YA0508/01 (Item ID/LIN Index), then double-click on the row with YA0508/01. The characteristics for that M105A3 are displayed, complete with a photograph. Notice the landing wheel; this is the contact point you are researching. Scroll down to the bottom and double-click on "YA0508" adjacent to "Click here for Contact data". Figure LPD 2 appears.

What you see are three rows of contact point information. Each green column header can be double-clicked to bring up a Definition sheet about each of these columns. Contact Dist(ance) is the same as

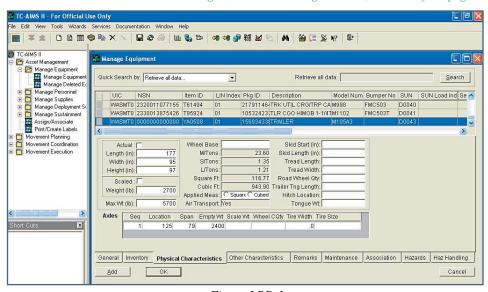


Figure LPD 1

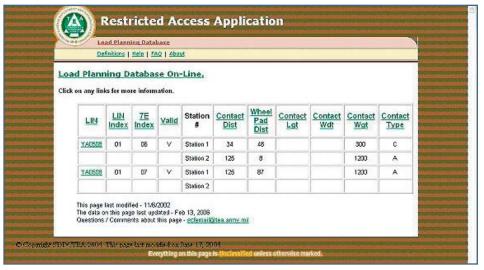


Figure LPD 2



Figure LPD 3

Using the On-line Planning Database, continued from page 10

Location in TC-AIMS II for axles and Trailer Tng Length for trailers. Since you know the M105A3 is a trailer, you also know that the landing wheel is the first contact point from the front. This is represented by 34 inches. TC-AIMS II does not use Wheel Pad Distance for the Landing Wheel, but 48 means that the Landing Wheel is almost half of the trailer width of 95 and therefore it is centered. (If this were an M872 Semi-trailer, there would be two rows, one for each landing leg.) Looking under Contact Wgt you find 300. So you have found the missing information. The Trailer Tng Length is 34 (inches) and the Tongue Wt (Contact Wgt) is 300 (pounds).

You can now verify the axle location, span, and weight of your trailer, and the total weight of your trailer. The next two rows show a Contact Dist(ance) of 125. Comparing this number to the TC-AIMS II Axle Location of 125, you find the number is correct. The next TC-AIMS II axle column is Span with a value of 79. Looking at your on-line reference under Wheel Pad Dist(ance) for the rows with Contact Dist 125 you find values of 8 (inches) and 87 (inches). These points represent the center of the tires having contact with the aircraft floor. Subtract 8 from 87 and the result is 79 (inches) for your span. Now look under Contact Wgt for these same two rows; the values are 1200 for each row. The total of these values should equal the Empty Wt column in TC-AIMS II; and, it does equal 2400 (pounds). The total Contact Wgts in the on-line reference equal 2700. The total (Axle) Empty Wt and Tongue Wt in TC-AIMS II equals 2700 in Weight (lb). This is empty weight.

Figure LPD 3 displays the contact data for an M35A2, Truck, Cargo, 2.5 Ton. Notice that there are ten rows, one for each wheel. Since this is a self-propelled vehicle, the two tongue fields, previously mentioned, obviously do not apply here, but the same concepts apply.

Compare the Load Planning Database values in Figure LPD 3 with the TC-AIMS II values for this M35A2 in Figure LPD 4. Besides physically looking at the vehicle to determine the number of wheels per axle or Wheel CQty (Count Quantity), the reference above provides that information. You can now enter these values as shown in Bold.

Seq	LOCATION	SPAN	EMPTY WT	WHEEL CQTY
1	38	84	6063	2
2	168	84	3558	4
3	216	84	3559	4

MSL PRODUCTION AND YOUR BUSINESS PROCESS

by Bill Dunn. TIS Functional Analyst

n the summer 2005 issue of the Deployer, we discussed how MSLs can now be produced in the Movement Planning business process area of TC-AIMS II, as well as in the Movement Execution business process area. There are differences in the 2D barcode on the labels produced in the two areas. Users should be aware of these differences, and the selection of which area to produce an MSL should be governed by the business process of the POE scanning the labels.

The MSL barcode produced in Movement Planning does not include document identifier codes and transportation priority. These data elements are dependent on the TCMD formatting done in Movement Execution. If the POE receiving your freight has a business process that uses the barcode only to obtain the TCN, which it then matches with an ATCMD already on file, then the MSL produced in Movement Planning will work well. If the POE relies on the 2D barcode for complete TCMD data, then the MSL should be produced in the Movement Execution business process area.



Please Help Us Help You

When e-mailing the TIS Help Desk with a private e-mail address (e.g., AOL, Comcast or Hotmail), please help us by identifying yourself. Please provide the following information: your name, your location, and your association with the project. If we do

not have the necessary information, we will respond to your e-mail with a request for more information, which only slows down the process in resolving your problem or answering your question.

Please help us so that we may better help you.

Thank you for your cooperation.

Help Desk Toll Free Number

Great news for Transportation Information Systems (TIS) customers! We now have a toll-free line for customer support.

For questions about TIS Applications; contact us by phone:

1-866-TCAIMS2

(1-866-822-4672)

or at our DSN number:

221-5000

or by e-mail at

tishelpdesk@eis.army.mil

The Deployer Newsletter Subscription



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or send your e-mail address to

The Deployer POC listed below.

POC: Valerie Sparks (703) 752-0791

E-mail: Valerie.Sparks@eis.army.mil



Don't Forget!

Our Web address has changed. Please look for us and bookmark our new address at: https://www.tis.army.mil